

The ROHO Group

Return & Restocking Policy

Return Policy

Merchandise being returned must be authorized by The ROHO Group. A Return Authorization Number will be issued for qualifying merchandise. Returns will be accepted on new, unused standard stock merchandise that is returned within three months of the invoice date. No return will be accepted on custom or used merchandise, or any merchandise which The ROHO Group deems is not new and salable condition*.

Restocking Policy

On qualifying merchandise being returned, the following restocking policy will apply:

A. Standard Product

A standard product is any product that is listed on The ROHO Group's price list as a standard size. There will be a 15% restocking fee for all merchandise returned within three (3) months of the invoice date which is in new and salable condition. No returns will be accepted after three (3) months.

B. Custom Product

Custom products are non-stock items, and are made to customer specifications. They may include (but are not limited to) contours, cut-outs, multi-valves, Recliners, 3" and 1" cell products. Custom products are non-returnable.

No restocking fee will be charged if an error by The ROHO Group resulted in shipment of product that did not conform with the order received.

Once a non-standard item has been started in production, The ROHO Group does not allow cancellations. These items are non-returnable and non-refundable.

*The ROHO Group reserves the right to determine condition and salability of products returned.

If you have questions concerning this Return & Restocking Policy, please contact The ROHO Group Customer Support Department at (800) 851-3449.

